

## EMERGENCY COMMUNICATIONS SUPERVISOR

FLSA Code: N

Job Code: 6015

### GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs difficult technical and clerical work managing and coordinating the dispatch operations of the city; does related work as required. Work is performed under the regular supervision of the Deputy Police Chief. Supervision is exercised over subordinate personnel.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, feeling, and repetitive motions; vocal communication is required for conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for color perception, preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

### ESSENTIAL FUNCTIONS/TYPICAL TASKS:

**Supervising and coordinating the operation of all dispatching functions; maintaining dispatch system; monitoring and operating radio frequencies; performing administrative tasks; training staff; maintaining records; preparing reports.**

Coordinates a variety of emergency and non-emergency services to the public especially after normal city operating hours;

Receives calls and dispatches police, rescue, animal control and other city services and personnel to appropriate response;

Supervises ECT personnel including scheduling, evaluation and counseling;

Investigates and reports on citizen complaints and inquiries concerning service;

Assists police record unit with data entry and staffing;

Prepares reports, maintains records and handles complaints;

Maintains records of all city telephones, telephone extensions and dedicated lease lines;

Trains personnel and recertifies operators; schedules meetings;

Inspects equipment to ensure compliance with departmental standards;

Prepares policies and procedures as needed;

Performs related tasks as required.

### REQUIREMENTS/EDUCATION/EXPERIENCE:

Graduation from high school and considerable experience as a dispatcher in a "911" environment, considerable experience in computer operations and some supervisory experience; comprehensive knowledge and skill in the methods of operating the communications and radio dispatch systems including radio ten code system and telecommunication procedures; experience in written and oral communication and reading maps and instructions and providing advice and directions; demonstrated ability to deal with the public under stressful conditions, to operate computer terminals and related telecommunications equipment and to assign, instruct and review the work of subordinates; certification by the Commonwealth of Virginia as a Communications Officer and VCIN operator and instructor.

This is a class description and not an individualized job specification. The class description defines the general character and scope of duties, responsibilities, and requirements of all positions in one job classification, but is not all inclusive. Duties, responsibilities and requirements may be added, deleted or changed at any time at the discretion of management.